

Role: Visitor Services Assistant - Housekeeping	Region: Highlands & Islands
Reports to: Office Manager - Balnain House	Pay Grade: Grade 1 - £27,976 pro-rata, per annum
Location: Balnain House, Inverness, IV3 5HR, North West Region	Type of Contract: Permanent. Full-Time, 40 Hours Per Week. Days to be agreed.
Terms and conditions The post is subject to the standard terms and conditions as outlined in your contract of employment and any subsequent amendments. Hours of work will be at times to suit the needs of the post (and will include public holiday working) with some duties out with normal hours.	

PURPOSE OF THE ROLE

To maintain cleanliness of Balnain House by delivering the highest standards of housekeeping and cleaning. This includes, but is not limited to, cleaning of the canteen area, toilets, offices, main reception and staircase.

KEY RESPONSIBILITIES

The key purposes of the post will be met by following an appropriate regime for the House, in line with current Trust best practice. Such practice includes, but is not limited to:

General Housekeeping:

Undertaking the routine cleaning and housekeeping of visitor and staff areas of the property, including but not limited to:

- Deep (planned and ad-hoc) cleaning
- Reporting any concerns to the Office Manager
- Vacuuming and sweeping floors
- Dusting/polishing of fittings such as panelling, stairs, and doors
- Dusting/wiping of sills, skirting's, doorframes, window frames, bannisters and spindles
- Cleaning of desks, including keyboards and monitors weekly
- Cleaning of windows on doors
- Cleaning of toilets, sinks, staffrooms etc.
- Deep clean micro, fridge, toaster, etc. (clean fortnightly, deep clean monthly)
- Set up meeting rooms – Balnain House
- Clear and clean meeting rooms – Balnain House
- Empty bins, remove and clean any crockery left in offices/meeting rooms.
- Any other reasonable tasks requested by line Manager.
- Maintain external steps & path at all times (including clearance of leaves, moss and ice*)
 - *Apply salt/de-icer when required
 - Keep fire escape clear of leaves and debris

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out nor is the post holder required to become a member of the Protection of Vulnerable Groups (PVG) scheme, which replaces the 'Enhanced Disclosure' check and is administered by Disclosure Scotland.

SCOPE OF ROLE

People Management

- Not a line manager.
- Will work closely with other property colleagues and will interact with other technical/specialist advisory colleagues based in other locations and departments;
- Will work closely with contractors working on site and suppliers.

Financial Management

- Not a budget holder.

Tools/Equipment

- Will be a frequent user of cleaning materials, tools and specialist cleaning solutions.
- May be a frequent user of ladders, hand tools etc.
- user of IT equipment
- May wear PPE for personal protection and protection of the property and artefacts.

SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills and behaviours the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential

- A personal commitment to high standards of cleaning
- Attentive to detail with an eye for presentation and finish.
- Must have a genuine understanding of, and belief in, the work of the National Trust for Scotland
- Personal commitment to excellence in visitor experience

Desirable

- Previous housekeeping experience

The Key Responsibilities and Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

HOW TO APPLY

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Sunday 5th April 2026.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "VSA Housekeeping - Balnain"